Refine Search

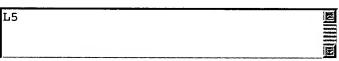
Search Results -

Terms	Documents
L4 AND existing near (test ADJ script)	0

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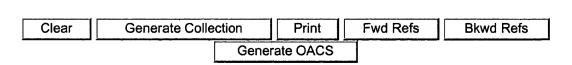
Search History

DATE: Sunday, November 28, 2004 Printable Copy Create Case

Set Nam side by sid		Hit Count Set Name result set			
DB=U	SPT; PLUR=NO; OP=OR				
<u>L5</u>	L4 AND existing near (test ADJ script)	0	<u>L5</u>		
<u>L4</u>	L1 AND remote AND (test ADJ script)	8	<u>L4</u>		
<u>L3</u>	La AND dial ANd (test ADJ script)	1	<u>L3</u>		
<u>L2</u>	L1 AND (IVR OR (interactive ADJ voice ADJ response))	1	<u>L2</u>		
<u>L1</u>	717/124.ccls. OR 714/32.ccls.	434	<u>L1</u>		

END OF SEARCH HISTORY

Hit List



Search Results - Record(s) 1 through 1 of 1 returned.

☐ 1. Document ID: US 6366879 B1

L2: Entry 1 of 1

File: USPT

Apr 2, 2002

US-PAT-NO: 6366879

DOCUMENT-IDENTIFIER: US 6366879 B1

TITLE: Controlling interactive voice response system performance

DATE-ISSUED: April 2, 2002

INVENTOR-INFORMATION:

NAME CITY STATE ZIP CODE COUNTRY Coxhead; Philip Randall Winchester GB Jones; Nigel Lewis Eastleigh GB Nagchowdhury; Sanjay Greenford GB Martin; David G Eastleigh GB

US-CL-CURRENT: 704/201; 379/88.1, 379/90.01, 704/270, 717/124

ABSTRACT:

A system of controlling performance in an <u>interactive voice response</u> system includes a voice device driver, a voice segment stored in a file in a directory in a standard operating system format; a buffer for storing the voice segment prior to sending to the voice device driver and a plurality of voice channels for output of the voice segment. A sequence of voice blocks is requested to be sent to a buffer, the sequence being one of a plurality of sequences making up a voice segment. The number of voice blocks sent from the file to the buffer is determined. The play period of the sequence and the next underrun time when the sequence will finish playing based on the initiate request time and the play period are calculated. Also calculated is the margin period between the calculated next underrun time and the actual time after a further sequence of voice data blocks is sent to the buffer in response to a device driver request for a further sequence of voice data blocks. A telephony channel is shut down when the margin period exceeds a defined threshold.

15 Claims, 5 Drawing figures Exemplary Claim Number: 1 Number of Drawing Sheets: 3

Full	Title	Citation	Front	Review	Classification	Date	Reference	SECONDARY	Aladomate	Claims	KWIC	Drawi De
Clear	7	Genera	ate Colle	ction	Print	1 F	wd Refs	Bkwd	Refs	Genera	ate OA	cs

Terms	Documents
L1 AND (IVR OR (interactive ADJ voice ADJ response))	1

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